
Chapter 1 — About the CAP

General information

The Central Answering Position (CAP) is an alternative to the M2250 attendant console, and must be a Meridian Digital 2616 or 2216 Automatic Call Distribution (ACD) telephone. It provides many console features including responding to requests for information, transferring, parking, and placing calls. If you choose to add an optional key expansion module(s), the CAP also has Direct Station Select and Busy Lamp Field features.

The equipment required for a basic CAP is:

- an M2616 or M2216 ACD digital telephone
- an ACD Liquid Crystal Display (LCD) display

Note: With the M2616 CAP telephone, you must use an ACD display.

- optional key expansion module(s)

Up to two NT2K22XH Meridian key expansion modules can be used with the CAP for a total of 60 keys (22 keys per module, plus 16 keys on the telephone). If you use key expansion modules, you require a local power supply and power board as well as an expanded telephone footstand.

A pre-programmed Option 11 system uses an attendant console; if the console is not activated or is unstaffed it is said to be in “night” service. Calls that come in to be answered by a console that is not activated or is in night service are transferred to the CAP extension number (ACD queue). Calls are placed in the queue in the order of their arrival.

The CAP receives all calls that come in on the ACD queue. To answer calls, the CAP agent must be logged onto the ACD queue. There are two ways of logging onto the ACD queue, described in the chapter of this guide called “Logging into the ACD queue.”

If multiple CAP telephones are configured, calls are distributed among these positions. For example, the CAP that has been idle the longest receives the next incoming call. If equipped, a recorded announcement (RAN) can be used to advise the calling party of any delay in answering.

CAP functionality versus M2250 functionality

Although the CAP is an attendant position, it does NOT operate in the same way as the M2250 Attendant Console. The CAP is an ACD agent, and therefore provides attendant functionality in a different manner than the Attendant Console.

Note: The CAP console should not be viewed as having M2250 attendant console capabilities because it is just a M2616 or M2216 digital telephone with optional key expansion modules. As a result of this limitation, the Option 11 CAP set does not have access to attendant features such as Network Attendant Services (NAS).

Table 1 illustrates the CAP features which duplicate or simulate attendant console features.

Table 1
CAP features versus M2250 features

Central Answering Position (CAP)	M2250 Attendant Console
Override	Busy Verify
Not Ready.	Position Busy
Make Set Busy (Night Service is entered when the last Central Answering Position logs out of the ACD queue by depressing the Make Set Busy Key).	Night Service
A Night Service key can also be defined, for the ACD DN with that service. (ACD package B is required for this functionality, which is found on all Option 11 software cartridges, NTAK57XX.)	
Transfer / No Hold Conference.	Release (to extend)
Transfer.	Exclude Source/Destination
Conference / No Hold Conference.	Conference
In Calls Key (Key 0) - incoming calls only.	Loop Key 0
(1 or more DN keys can be assigned for outgoing calls.)	
Call Forward and Busy Status (BFS) and Add-on modules.	Busy Lamp Field
Keys configured as BFS keys enable you to connect to an extension by pressing a single key.	Direct Station Select
ACD position configured as supervisor and provisioned with an ACD agent observe key.	Supervisor Console
Overflow/Interflow.	Attendant Overflow Position
ACD Recorded Announcement.	Attendant RAN
ACD position configured as supervisor and provisioned with a Display Calls Waiting key.	Call Waiting Indicator

Attendant Console features not available with a CAP

The following is a list of Attendant Console features that are not available with a CAP:

- The CAP does not have the capability to provision feature keys which function like incoming call indicators.
- The following attendant features have NO equivalent on the CAP:
 - Trunk Group Busy
 - Incoming Call Indicators
 - Attendant Administration Function Keys
 - Multiple Loop Keys (for incoming/outgoing calls)
 - Signal Source/Destination

The above information should be carefully considered when deciding between the functionality of a CAP and that of an M2250 Console.